

TRANSIT SERVICES ADVISORY COMMITTEE
Meeting Summary
Thursday November 8, 2012.

PRESENT:

Michael Warner, Charlotte
Walter Horstman, Matthews
D. Evans, Charlotte
Rick Sanderson, Charlotte
Jean Veatch, Cornelius
Chris McKillop, Charlotte
Rob Cornwell, Davidson
Anthony Wesley, Charlotte

STAFF: Kirk Scott, Shannon Dabney, Judy Dellert-O'Keef, Duretta Weicken, Paulus Ford, Pamela White, Theron Barrino, Jeff McClellan, Joe Womer, Tonia Wimberly, Larry Kopf

Meeting Time 4:00-5:30 PM

I. Call to Order and Approval of the October Meeting Summary

Chairman Rick Sanderson called the meeting to order at 4:00 p.m., the October meeting summary was approved as written.

II. Public Comment on Agenda Items:

No one from the public made commented on the agenda items.

III. Action Item:

A. February Service Change

Pamela White, of CATS, reviewed service changes for the February 4, 2013 Service Change. Pamela stated the following changes were proposed:

- Schedule adjustments to improve the on-time performance to the following routes 11, 17, 22, 29, 34, 39, 40X, 55, 61X, 80X, and 94.

- Route service adjustment proposals approved as part of the 2013-2017 Countywide Transit Services Plan including; the North Mecklenburg Village Riders; 97 Cornelius, 98 McCoy Rd, and the 99 Huntersville, 221 E. Harris/Idlewild to serve Walmart and 232 Grier-Heights adjustments. In addition, proposals to adjust the 82X Rock Hill Express to relocate the Rock Hill City Hall Park and Ride.

A motion was made to approve the February service change as written. The committee approved the February Service change.

IV. Information Items:

A. Streetcar Update > How it impacts CATS

Tonia Wimberly Engineering project Manager for Streetcar gave an overview of the street car project to the committee stating the streetcar is part of the 2030 Transit Corridor System Plan with 10 miles to be completed by 2030. The system will support a mixture of land uses, enhance quality of life, support sustainable growth, enhances pedestrian environment, reduces road dependence, and contributes to attainment of air quality standards. Tonia continues explaining the first segment will be 10 miles from Rosa Parks Transit Center to Eastland Transit Center with 37 planned stops. Funded by the FTA Urban Circulator Grant awarded July 2010, FTA awarded \$24.99 million in September 2011 with the City to match \$12 million for the project and the project will utilize the existing restored Trolley vehicles, beginning passenger service March 2015. How it impacts CATS, money to build comes out of the City General funds and a Federal contract, the operations expertise lies within CATS, so CATS will operate the streetcar but the City fund will pay for the CATS operators who will provide the same expertise as operators.

Walter Horstman asked what construction needs to occur for the streetcar project. Tonia stated the project has to move water lines and private utilities from under the track and relocate them.

Jean Veatch asked if the operations funding is permanent. Tonia stated the City funds will be used until the streetcar project comes up again for funding in the 2030 plan.

Jean asked if the new hybrid vehicles are electric and battery operated. Tonia stated yes so when the streetcar cannot operate in certain sensitive areas where catenary cannot be installed the vehicle will run on battery.

B. STS Scheduling

Jeff McClellan STS Scheduling Manger demonstrated the Stratagen software system for scheduling ADA customers. Jeff explained how STS logs customer information into the system, what information is stored in the system for each certified customers and how a trip is created and a return trip is scheduled.

Walter asked what happens if you can get a customer to their appointment but cannot provide a return trip. Jeff explained these are ADA customers and STS provides whatever trip they need. Larry explained for non-ADA customers STS is required to pick up people within three quarter miles of the fixed local bus routes but people beyond that area are put on standby so sometimes trips are not available due to the number of required by law ADA pickups in that same time frame. So STS lets the non ADA customers know 24 hours in advance if they will have a ride because there are cancellations of ADA customers and the buses need to be filled.

Rick asked if the hour before and after appointment time frame is an ADA requirement. Jeff answered yes STS must supply a trip within sixty minutes before or after the customers requested time.

V. Service Issues

D Evans reported that the buses that are completely wrapped with alcohol ads cover up the 336-ride number. Larry stated he will talk to Olaf Kinard about wraps covering the 336-ride number.

Anthony Wesley reported some times the announcements on the train are off from the station where the train actually is. Larry stated he would check into it.

Mike Warner stated he noticed the first car announcements were correct but the second car was wrong, so the Operator would not be able to hear the announcements to correct the problem.

Rob Cornwell asked if the announcements on the bus were automatic as they are too frequent especially on the early morning express buses. Larry stated the announcements are triggered by the GPS and that CATS' is working on having less frequent messages.

VI. Chairman's Report

Rick Sanderson reported the October MTC meeting was twenty minutes long, Olaf Kinard gave an update on alcohol ads and the committee decided there

will be no alcohol ads on the smaller buses that route through neighborhoods. Rick reminded the committee at the next TSAC meeting the annual elections of Chair and Co-Chair will need to be voted on and anyone interested in those positions should contact Larry Kopf.

VII. Manager of Operations Report

Larry Kopf CATS Manager of Operations reported that CATS has had a complaint about STS from the Disabilities Rights & Resource group, the claim is that customers are being told they have to make reservations five days in advance when the ADA rule is one day in advance and there was concern about how people are being strapped and that some people want to strap themselves in. Larry stated that CATS feels the wheelchair restraints keep customers safe when they are strapped in by our trained operators in so CATS will respond to the complaints and work with the FTA if some of the procedures need to be changed. Larry also reported that CATS received the FFGA of \$500 million dollars for the BLE so CATS will be full steam ahead with the Blue line extension to UNCC. Larry also stated this is the five year anniversary for the south corridor LYNX line.

NEXT TSAC MEETING: THURSDAY DECEMBER 13, 2012 4:00 PM